

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al.  
Serial No. : 10/723,742  
Filed : November 26, 2003  
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER  
USER INTERFACE

Art Unit : 2171  
Examiner : Unknown

**MAIL STOP AMENDMENT**

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P.O. Box 1450  
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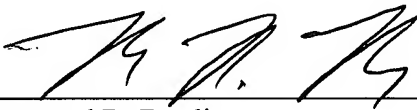
SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Copies of the references listed on the attached form PTO-1449 are enclosed.

This statement is being filed within three months of the filing date of the application or before the receipt of a first Office Action on the merits. Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: Nov. 15, 2004

  
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I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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|  |  |                                       |                               |
|--|--|---------------------------------------|-------------------------------|
| Substitute Form PTO-1449<br>(Modified)   | U.S. Department of Commerce<br>Patent and Trademark Office | Attorney's Docket No.<br>13906-148001 | Application No.<br>10/723,742 |
| <b>Information Disclosure Statement<br/>by Applicant</b><br>(Use several sheets if necessary)<br>(37 CFR §1.98(b)) |  | Applicant<br>Kumar et al.             |                               |
|  |  | Filing Date<br>November 26, 2003      | Group Art Unit<br>2171        |

### U.S. Patent Documents

| Examiner<br>Initial | Desig.<br>ID | Document<br>Number | Publication<br>Date | Patentee | Class | Subclass | Filing Date<br>If Appropriate |
|---------------------|--------------|--------------------|---------------------|----------|-------|----------|-------------------------------|
|---------------------|--------------|--------------------|---------------------|----------|-------|----------|-------------------------------|

### Foreign Patent Documents or Published Foreign Patent Applications

| Examiner<br>Initial | Desig.<br>ID | Document<br>Number | Publication<br>Date | Country or<br>Patent Office | Class | Subclass | Translation |    |
|---------------------|--------------|--------------------|---------------------|-----------------------------|-------|----------|-------------|----|
|                     |              |                    |                     |                             |       |          | Yes         | No |

### Other Documents (include Author, Title, Date, and Place of Publication)

| Examiner<br>Initial | Desig.<br>ID | Document  |
|---------------------|--------------|---|
|                     | AA           | SAP Aktiengesellschaft, "Broadcast Messaging," CRM 4.0, SP01, July 2003, 3 pgs. |
|                     | AB           |   |
|                     | AC           |   |
|                     | AD           |   |

|  |                 |
|--|-----------------|
| Examiner Signature   | Date Considered |
| EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. |                 |